



———— A GUIDE TO ————

**free support for businesses
considering or making
redundancies in South Somerset**

June 2021

Introduction

The Covid 19 pandemic has created economic uncertainty across the UK, with many areas seeing an increase in Universal Credit claimants as a result of redundancies. South Somerset District Council has produced this document to support businesses and individuals through the redundancy process. The guide does not claim to provide legal advice, nor does it encourage businesses to make redundancies. It should be used alongside company policy documents to provide the best possible support to both the employees and the business.

Exploring and pursuing, reorganising or closing a business or organisation which involves making employees redundant is both challenging and emotional for all involved. This guide provides information about free support and tools available to help you successfully navigate the redundancy process and support your employees through this transition period.

All of the support listed within this documents comes at no cost to the business / organisation. The document does not intend to replace professional support.

In this guide there are different categories of support for you to consider:



Exploration stage – considering options for restructuring or remodelling the business



Redundancy process support for the business or organisation



Redundancy support for employees who are at risk of being made redundant or have had their redundancy notice



Maintaining morale and positivity in the workforce during the transition phase through support



Advice and training available for you to upskill your remaining workforce to support employees in their new roles and support the business going forward

Exploration stage support



If you are still in the exploration stages of restructuring and considering options, support is available from:

Heart of the South West

Free support and advice to consider business or organisation reorganisation or diversification
www.gov.uk/staff-redundant/avoiding-redundancies

Government's Business Support Helpline

Contact for free advice via e-mail or
Telephone: 0800 9981098
Monday - Friday, 9am to 6pm
Email: enquiries@businesssupporthelpline.org

The Insolvency Service

A Government agency that helps to deliver economic confidence by supporting those in financial distress,

tackling financial wrongdoing and maximising returns to creditors, they provide free advice about alternatives to bankruptcy and information about other options to compulsory liquidation.

www.gov.uk/government/organisations/insolvency-service

Gov.uk

Free advice on how to avoid or minimise redundancies.
www.gov.uk/staff-redundant/avoiding-redundancies

Funding Finder

Find Coronavirus financial support for your business. www.gov.uk/business-coronavirus-support-finder



Redundancy process support for the business or organisation

If you are intending to make 20 redundancies or more at one establishment within a period of 90 days or less, you are required by law to notify the Insolvency Service's Redundancy Payments Service of potential redundancies. You can do this via www.gov.uk/government/publications/redundancy-payments-form-hr1-advance-notification-of-redundancies/advanced-notification-of-redundancies-guidance-for-employers

South Somerset District Council can also support businesses and organisations making redundancies. Depending on

the scale of redundancies being made, we will coordinate an appropriate programme of support from local and national partners. To access this support please email redundancyhelp@southsomerset.gov.uk providing your contact details and a brief overview of your organisation's situation. Please be assured that this will remain confidential. The level of intervention and benefit we can provide directly links with the stage at which you contact us. We would encourage you to make us aware at the earliest given opportunity.

Free support is available from:

Gov.uk

Advice and guidance about making redundancies

www.gov.uk/staff-redundant

Advisory, Conciliation and Arbitration Service

When planning to make employees redundant, you need to be sure that you're following all the relevant laws around the process, ACAS (Advisory, Conciliation and Arbitration Service) provide a step by step guide to managing staff redundancies

<https://www.acas.org.uk/manage-staff-redundancies>

Step Up Somerset

A directory of organisations who can provide free redundancy related support and advice to businesses

and organisations.

www.stepupsomerset.org.uk/support/

Skills Support for the Workforce

If you are restructuring your team, the Skills Support for the Workforce programme provided by Serco can offer funded training to help bridge any skills gaps your employees may have as they move into the new structure. www.serco-ese.com/skills-support-for-the-workforce

The Skills Support for Redundancy

A programme provided by Serco can also provide you with funded support which will ensure your employees get access to bespoke training to support them to find suitable employment or their next career. www.serco-ese.com/skills-support-for-the-workforce/SSR



Support for employees who are at risk of being made redundant or have had their redundancy notice

The Jobcentre Plus Rapid Response Service provides support to businesses / employees who are at risk of making redundancies and provides a tailored package of support through their partners at no cost to the business, support could include:

- o helping people facing redundancy to write CVs and find jobs
- o providing general information about benefits
- o helping people to find the right training and learn new skills
- o helping with costs like travel to work expenses
- o Jobcentre Plus advisors on-site support for large scale redundancies



Job Centre Plus Rapid Response Service

This support can be accessed during the notice period and up to 13 weeks after redundancy. To find out how your business can use the Rapid Response Service contact the Job Centre Plus Taunton team on enquiries@dwp.gov.uk 0845 604 3719

Somerset Libraries

Somerset Libraries have free to use tools to help employees upskill and look for alternative employment:

- Public access computers giving access to; the internet, web-based email, recommended quality recruitment and employment support related internet sites and Microsoft Office applications.
- Wi-Fi access for members to use.
- Tablet loan¹ service with free internet connection from some of their libraries.

- Online digital skills courses², with support from library staff

Information about becoming a Somerset Library member is available online³.

¹ www.somerset.gov.uk/libraries-leisure-and-communities/libraries/library-facilities/wi-fi-in-libraries

² www.glassboxtaunton.co.uk/tablet-loaning-information
<https://www.somerset.gov.uk/libraries-leisure-and-communities/libraries/libraries-services/learning-online>

³ www.somerset.gov.uk/libraries-leisure-and-communities/libraries/libraries-services/library-membership

National Careers Service

National Careers Service provide a complete careers support service, including:

- Helping employees identify transferable skills
- Explore career and training options
- Offer support and guidance to compose a CV.
- Providing an equivalent comparison of international qualifications

Careers helpline: 0800 100 900

Text messages: 07766 413 219

Textphone: 0800 096 8336

Monday to Friday, 8am to 8pm

Saturday 10am to 5pm

www.nationalcareers.service.gov.uk

Skills Support for Redundancy

Skills Support for Redundancy (SSR) is a funded programme to support employers and individuals affected by redundancy. SSR is a tailored service to meet your needs, offering a wide range of training and career support to help employees find alternative suitable employment.

www.serco-ese.com/skills-support-for-the-workforce/SSR



Step Up Somerset

Step Up Somerset provides access to many free support services to help navigate redundancy.

www.stepupsomerset.org.uk/support

Citizens Advice South Somerset

Citizens Advice South Somerset provide free confidential impartial advice on an individual basis; to support residents through the application process for Universal Credit. A payment to help with your living costs for people who are on a low income or without work.

- Identify if there is help for you to pay your rent or mortgage
- Provide advice if you are struggling to pay bills or managing debts.

0808 278 7428 - Monday to Friday
10.00am to 4.00pm

www.citizensadvice-southsomerset.org.uk/redundancy-support

The Job Centre

The Job Centre will support residents into work if they have claimed either Universal Credit (UC) or New Style Job Seekers Allowance (JSA) they will provide individuals with a dedicated Work Coach to aid them towards re-employment. South Somerset residents will likely access support from either Yeovil or Taunton Job Centre.

• Yeovil

Federated House,
29 – 31 Hendford, Yeovil,
BA20 1UU
0845 604 3719
0845 608 8551

• Taunton

Brendon House, High
Street, Taunton, TA13NY
0800 169 0190
0800 023 4888



Supporting employees mental health



Redundancies can have significant adverse impacts on an individual's mental health, and we would encourage both business owners and employees to seek support through the following organisations should it be required:

Mindline Somerset

A confidential emotional support and mental health helpline that provides information and guidance.

01823 276 892 - Open 24 hours a day
<https://www.mindinsomerset.org.uk/our-services/adult-one-to-one-support/mindline/>

Somerset Talking Therapies

Somerset Talking Therapies provides a wide range of support for people 18 and over including a library of self-help guides¹. Employees can call 0300 323 00 33 to book in for an Emotional Health Check² with one of the team.

www.somersetft.nhs.uk/our-services/adult-one-to-one-support/mindline

¹ www.selfhelpguides.ntw.nhs.uk/somerset

² www.somersetft.nhs.uk

Samaritans

A confidential emotional support for anyone who's struggling to cope, who needs someone to listen without judgment or pressure. By phone, text and in person in branches across the UK.

Phone 116 123 - Open 24 hours a day
www.mentalhealthatwork.org.uk/organisation/samaritans

South Somerset District Council

Additional information is available via the SSDC website.

<https://www.southsomerset.gov.uk/life-events/help-and-support/i-am-looking-for-work-or-education-opportunities>



Maintaining morale

A good way to support staff during this period of uncertainty is to provide an information and access hub at the place of work or online that provides:



Specific information about the redundancy process, including a projected timeline with key activities and frequently asked questions with answers.



Signposting to free redundancy support, advice and holistic support as described above. A directory of support and display material is provided later in the guide.



Information about recruitment websites and local recruitment agencies. It can be beneficial to reach out to other local businesses who require similar skills in their employees and seeing if they would like to advertise any forthcoming vacancies directly.



Access to a computer and the internet, to help employees access support and guidance, attend virtual appointments and to search and apply for learning and employment opportunities for the future.

Providing this support can help maintain staff morale and productivity whilst the business is going through the transition phases.



Advice and training

Advice and training available for you to upskill your remaining workforce to support employees in their new roles and support the business going forward.

Skill Up Somerset

Skill Up Somerset provide free impartial advice on how you can upskill your workforce to meet the changing needs of the business or customer or both.

www.skillupsomerset.org.uk/skill-up-my-workforce

Heart of the South West

Heart of the South West can help you identify specific skills advice support services in the South West and access funded training to help upskill your workforce.

www.heartofswgrowthhub.co.uk/get-in-touch

Skills Support for the Workforce

The Skills Support for the Workforce programme is provided by Serco helps support small & medium-sized businesses to upskill their employees with training courses & qualifications to grow their business and boost the local economy, the programme is co-financed by the European Social Fund and the Education and Skills Funding Agency, a wide range of training can be accessed at no cost to your business.

www.serco-ese.com/skills-support-for-the-workforce



Directory of free redundancy support

Business Support Helpline

Call: 0800 998 1098 - Monday to Friday, 9am to 6pm

Email: enquiries@businesssupporthelpline.org

Website: www.gov.uk/business-support-helpline

Heart of the South West Growth Hub

Call: 03456 047 047

Email: info@heartofswgrowthhub.co.uk

Website: www.heartofswgrowthhub.co.uk

Insolvency Service

Call: 0300 678 0015 - Monday to Friday, 9am to 5pm

Email: www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx

Website: www.gov.uk/government/organisations/insolvency-service

Gov.uk avoiding redundancies

Website: www.gov.uk/staff-redundant/avoiding-redundancies

Coronavirus Business Support Finder

Website: www.gov.uk/business-coronavirus-support-finder

ACAS Step by Step Redundancy Guide

Call: 0300 123 1100 - Monday to Friday 8am to 6pm

Website: www.acas.org.uk/manage-staff-redundancies

Step Up Somerset

Call: 0300 790 6275 - Every day 8am to 6pm

Enquiry: www.stepupsomerset.org.uk/contact-us

Website: www.stepupsomerset.org.uk/support

Serco Skills support for Redundancy

Enquiry: www.serco-ese.com/skills-support-for-the-workforce/contact

Website: www.serco-ese.com/skills-support-for-the-workforce

Jobcentre Plus Rapid Response Service

Call: 0845 604 3719 - Mon, Tue, Thur and Fri 9am to 5pm Wed 10am to 5pm

Email: rrs.enquiries@dwp.gov.uk

National Careers Service

Careers helpline: 0800100 900

Text messages: 07766 413 219

Textphone: 0800 096 8336

Monday to Friday 8am to 8pm
Sat 10am to 5pm

Website: <https://nationalcareers.service.gov.uk/>

Somerset Libraries

Call: 0300 123 2224 - Opening times vary but the majority open between 9.30am and 5pm

Website: www.somerset.gov.uk/libraries-leisure-and-communities/libraries

Citizens Advice South Somerset

Call: 0808 278 7428 - Monday to Friday
10.00am to 4.00pm

Enquiry: www.citizensadvicesouthsomerset.org.uk/redundancy-advice-request

Website: www.citizensadvicesouthsomerset.org.uk/redundancy-support

Yeovil Job Centre

Call: 0845 604 3719

Textphone: 0845 608 8551

Website: www.jobcentrejobs.co.uk/jobcentre/yeovil-jobcentre

Taunton Job Centre

- for residents who live in the Chard area

Call: 0800 169 0190

Textphone: 0800 023 4888

Website: www.jobcentrejobs.co.uk/jobcentre/taunton-brendon-house-jobcentre

Mindline Somerset

Call: 01823 276 892 - Open 24 hours
a day 7 days a week

Email: info@mindinsomerset.org.uk

Website: www.mindinsomerset.org.uk/our-services/adult-one-to-one-support/mindline

Somerset Talking Therapies

Call: Residents aged 18 and over can
call 0300 323 00 33 to book in for an
Emotional Health Check

Website: <https://somersetft.nhs.uk/somerset-talking-therapies>

Samaritans

Call: 116 123 - Open 24 hours a day 7
days a week

Email: jo@samaritans.org

Website: www.mentalhealthatwork.org.uk/organisation/samaritans

South Somerset District Council

Call: 01935 462462 - Monday to Friday
8.30am to 4.30pm

Email: redundancyhelp@southsomerset.gov.uk

Enquiry: www.southsomerset.gov.uk/forms/contact-us

Website: www.southsomerset.gov.uk/life-events/help-and-support/i-am-looking-for-work-or-education-opportunities

Business support: www.southsomerset.gov.uk/life-events/my-business/business-support-and-advice/redundancy-support

Skill Up Somerset - Skill up for business

Call: 0785 7670 806

Email: n.blackwell@skillupsomerset.org.uk

Enquiry: <https://skillupsomerset.org.uk/contact-us>

Website: <https://skillupsomerset.org.uk/skill-up-my-workforce>

Skill Up Somerset - Skill up for you

Call: 0773 4494 755

Email: j.parker@skillupws.org.uk

Enquiry: <https://skillupsomerset.org.uk/contact-us>

Website: <https://skillupsomerset.org.uk/skill-up-for-you>

Promotional materials



STEP UP SOMERSET

Skills | Training | Employment | Progression



Skills

Develop your skills to open up new employment and progression opportunities.



Training

Explore a range of learning opportunities; from updating your current skills, to taking on a new qualification, whilst in or out of work.



Employment

Search for a job and find out more about Somerset's key industries, job types and skills requirements. Plus help and support if you are at risk of redundancy.



Progression

Find information to progress in your career, with industry insights for career changers, young people and apprentices.

For more information please visit:

 www.stepupsomerset.org.uk

If you can't find the help you need on the website, please call the Somerset Coronavirus Helpline:

 **0300 790 6275**

Are you facing redundancy, or have you been made redundant within the last three months?



The Skills Support for Redundancy programme is here to help you to access funded training that enables you to upskill or retrain and get back into the workforce. The programme is co-financed by the Education & Skills Funding Agency and European Social Fund, which means that you can access a wide range of training for free.

HOW COULD THE SKILLS SUPPORT FOR REDUNDANCY PROGRAMME HELP YOU?

- We can provide you with free training courses and qualifications to help you learn new skills and get back into work
- Our team will link you to the support you need to make the right career choice for you
- The service will help you understand your existing skills and match them to new careers

A wide range of training is on offer through our network of expert training providers including:

IT and digital skills • Business administration • Customer service

Team leading and project management • Health and social care

Warehousing and storage • Communication • Starting your own business

WHO'S ELIGIBLE?

Aged 16 or above and able to work in the UK

Employed and at risk of redundancy, or unemployed within the last three months due to redundancy

Other eligibility criteria may apply

FIND OUT MORE



skillssupport@serco.com



www.serco.com/ssr

Managed by

serco

Co-financed by



Education & Skills
Funding Agency



European Union
European
Social Fund

Free • Local • Independent • Impartial • Expert • Advice • Support



WANT TO KNOW MORE ABOUT APPRENTICESHIPS?

An Apprenticeship is a real job giving you:

A salary
Hands-on experience
Opportunity to gain qualifications while you work

Apprenticeships cover hundreds of different job roles
and can help you start your new career

You can do an apprenticeship at any age

For FREE and impartial advice and guidance on
apprenticeships and skills, and where to find
apprenticeship vacancies contact:

Jane Parker

Information Adviser and Employment Coach

email: j.parker@skillupws.org.uk

Phone: 07734494755

Free • Local • Independent • Impartial • Expert • Advice • Support

www.SkillUpSomerset.org.uk

Facing redundancy or a loss of income? Need free, confidential advice?

**citizens
advice**

Somerset

Confidential Service from Citizens Advice

We can help with many of the issues you may face as things in your life change, including your job or your income.

For help with:

- Universal Credit
- Employment Issues
- Housing Problems
- Money Matters or Debts
- Family Related Issues

Phone week days 10 – 4

Or email any time via our website



www.citizensadvice.somerset.org.uk



Somerset
Mindline

 **mind**
for better mental health
in Somerset

0800 138 1692 Freephone

01823 276 892 Local

Here when you need us 24/7
For anyone of any age in Somerset experiencing
mental distress or wanting emotional support.

Somerset
Mindline
01823 276 892



Open 24 hours a day, every day
& here for you every step of the way.

**ONLINE
+FREE***



SOMERSET SKILLS & LEARNING



The online learning is exceptional!
- Learner Survey 20/21



Learning That Fits Around You

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- ✓ Maths & English
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Ofsted
Good
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*Eligibility criteria for our courses applies - check website for details.



- **You can use library computers to search for jobs and develop/print your CV**
- **You can borrow an iPad for free for up to 6 weeks from some of the libraries - these are internet ready and come pre-loaded with links, information and top tips to look for training and employment opportunities.**
- **We have a great 'Book for Business' collection which includes guides for successful interviews, starting your own business and developing new skills.**
- **You can access the 'Learn my way' programme with bitesize guides on how to use IT and the internet.**

Come and see us soon- www.somersetlibraries.co.uk

Career Change? Redundancy? Job Hunting?



**National
Careers
Service**

Helping you take
the next step

FREE impartial careers advice for all adults

The National Careers Service provides free, up to date, impartial information, advice and guidance on careers, skills and the labour market. We can help you:

- Assess your skills
- Find the right course
- Get new qualifications
- Develop your CV
- Improve your interview skills
- Understand the local job market
- Progress into work
- Realise your potential

**Get in touch today:
0800 100 900**